

## TELECOMMUNICATOR

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### ***DISTINGUISHING FEATURES OF WORK:***

Under general supervision, operates a variety of communications equipment to include two-way radio, telephone, LEADS system, alarm boards, and similar devices for the monitoring, receipt and transmittal of emergency and non-emergency messages; monitors Police Department visual surveillance devices and operates security doors; performs a variety of related clerical activities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Monitors Police, Fire, Public Works radio frequencies, telephone equipment, alarm boards, and TTY equipment; receives emergency and non-emergency messages, determines nature of transmittal, prioritizes, and determines proper disposition; dispatches police, fire, or other authorities as appropriate and logs necessary information.
- Monitors closed circuit television equipment for the surveillance of facility hallways, cells, doors, and other external and internal areas; remains alert of unusual activity, disturbances, potential security breaches, and other problems necessitating the dispatching of assistance.
- Operates a LEADS system for the receipt, transmittal, and storage of a variety of law enforcement related information; assist department personnel and other law enforcement authorities by retrieving information on vehicle registrations, license plates/drivers license numbers, criminal histories, and other data; periodically enters and cancels information for the maintenance of an accurate, current system.
- Enters accident reports, complaint forms, and other materials; maintains files of warrants and other law enforcement related information.
- Serves as receptionist to persons entering the police facility; provide information regarding police and general municipal services; informs department personnel of the arrival of visitors and appointments.
- Assists sworn personnel by searching persons in custody if needed.
- Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

### ***DESIRABLE REQUIREMENTS:***

#### Education:

- Requires knowledge, skill and mental development equivalent to the completion of four years of high school.

#### Experience:

- Requires successful completion of the Illinois Law Enforcement Telecommunicator Training within a reasonable period of time following employment.
- Requires working knowledge of radio and telephone equipment and operating procedures.
- Requires working knowledge of police and fire operations, procedures and terminology.

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- Requires working knowledge of the streets, main traffic arteries, and general layout of the jurisdiction.

### Significant Responsibilities:

- Requires ability to work independently and efficiently within the confines of standard operating procedures.
- Requires ability to quickly learn the location of streets and roads, traffic arteries, nearby townships, and geographic layout of the jurisdiction.
- Requires manual dexterity in the ability to perform multiple functions simultaneously.
- Requires ability to think clearly and coolly, elicit necessary information, and respond quickly in emergency situations
- Requires ability to properly arrange messages for transmittal and to make sound determinations regarding their propriety.
- Requires ability to speak clearly using good diction and proper grammar in the choice of words.
- Requires ability to learn the operation of visual monitoring equipment and electronic controlled devices.
- Requires the ability to obtain LEADS certification.
- Requires the ability to use a personal computer and related software as used within the Department.
- Requires ability to type accurately at a working rate of speed.
- Requires ability to maintain accurate records, files and logs.
- Requires ability to communicate effectively both verbally and in writing.
- Requires ability to establish and maintain satisfactory working relationships with department staff and the general public.

**PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Requires physical ability to sit continuously at a computer terminal or receptionist station for periods of two hours, physical ability to operate standard office equipment including copier, computer, fax machine, mailing machine, etc. and physical ability to reach into file drawers in standard four-drawer filing cabinets.
- Requires visual ability sufficient to effectively operate office equipment including copier, computer, etc. and visual ability to read and write reports, correspondence, instructions.
- Requires speaking ability sufficient to communicate effectively with other individuals in person and over a telephone.

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**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- The duties are performed in an office setting where the employee is subjected to the customary indoor environment.

### ***Safety Responsibilities***

Each Department employee shall be fully responsible for implementing the following provisions of this program as it pertains to operations. The responsibilities listed below are minimums and are in no way meant to limit individual initiative to implement more comprehensive procedures.

1. Promptly report to your supervisor all accidents and injuries occurring within the course of their employment. If the hazard is not abated notify your Department Head.
2. Cooperate with and assist in investigation of accidents to identify correctable cause and to prevent their recurrence.
3. Good house keeping must be practiced at all times in the work area.
4. Avoid engaging in any horseplay and refrain from distracting others. Horseplay, scuffling, and other acts which tend to have an adverse affect on safety or the well-being of other employees are prohibited.
5. Obey all safety rules and follow published work instructions.
6. Wear required personal protection equipment (PPE) when working in hazardous operation areas (hard hats, respirators, eye protection), in accordance with the current PPE Chart and Job Safety Analysis (JSA) Sheets. Please refer to your departments PPE Policy and Chart.
7. Obey all safety rules and follow work instructions. If any doubt exists about the safety of doing a job, stop and get instructions from your supervisor before continuing.
8. Do not handle or tamper with any electrical equipment, machinery, or air or water lines in a manner not within the scope of their duties, unless they have received specific instructions.
9. Be alert to see that all guards and other protective devises are in their proper places and adjusted correctly. Each employee will report deficiencies promptly to a supervisor.
10. Arrive at work suitably attired for the job to be performed.
11. Communicate the need for safety devices, physical improvements, training and refresher courses.

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